STATE OF TENNESSEE
DEPARTMENT OF HUMAN RESOURCES
CLASS SPECIFICATION

Class Title: **COMPUTER OPERATOR 1***			Abbreviation: **CMP OP 1**
Class Code: **02711**	OCC Code: **6**	Analyst: **EX**	Effective Date: **Dec. 17, 2004**

SUMMARY: Under immediate supervision, performs computer operations work of routine difficulty in learning to operate tape drives, printers, and master console equipment controlling all job production at a central operations site or learning to operate computer systems and related equipment in a distributed environment; and performs related work as required.

DISTINGUISHING FEATURES: This is the entry-level in the Computer Operator sub series. An employee in this class learns to maintain and operate peripheral equipment as well as monitor job processing through the mainframe, minicomputer, or microcomputer systems. This class is flexibly staffed with and differs from Distributed Computer Operator 2 in that an incumbent of the latter maintains and operates peripheral equipment, as well as, processes jobs through a computer system. This class is flexibly staffed with and differs from Mainframe Computer Operator 2 in that an incumbent of the latter operates and maintains peripheral equipment, as well as, monitors the master console to identify problems that affect the processing of jobs across agencies.

*An applicant appointed to this flexibly staffed class will be reclassified to either Mainframe Computer Operator 2 or Distributed Computer Operator 2 after successful completion of a mandatory one year training period; inadequate or marginal performance during the training period will result in automatic demotion or termination.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Learns to operate printers, tape/disk drives correctly; types START, RUN, and other operational commands to initiate the processing of a job; responds to operator commands to mount tapes, disks, microfiche and other peripheral devices; types operator commands which define parameters for reports, forms, microfiche, special forms, and other output devices; sets parameters on printers that regulate print density, print quality, and alignment; loads appropriate non-negotiable forms onto output device.

2. Learns to distribute microfiche, special forms, and other types of output to users; examines forms while printing to ensure proper alignment and the legitimacy of information on forms; separates output into individual jobs; loads forms into decollators or bursters to ensure pages are appropriately trimmed and separated, and carbons are removed.

Class Title:	Abbreviation:
COMPUTER OPERATOR 1*	**CMP OP 1**

3.   Learns to maintain printers, tape drives, card readers, and other peripheral equipment as well as bursters, decollators, shredders and other auxiliary equipment; determines which equipment needs cleaning from a schedule or from error messages on input-output devices; may record specific problems associated with input/output devices and types of repairs undertaken in a log so that recurring problems may be identified; replaces ribbons, print bands, and other consumables which facilitate the running of equipment.

4.   Learns to correct problems when jobs exceed operational parameters; determines whether a job is running within a defined execution time, awaiting set-up, or printing by entering job name into terminal; may identify a variety of operational commands from a documentation manual including whether to resubmit the job, cancel job or change job priority; may enter appropriate commands to initiate a solution which corrects an operational problem.

5.   Learns to correctly transmit jobs to a mainframe or minicomputer; ensures data entry personnel have entered alphanumeric data correctly by identifying error messages on printout, incomplete header sheets and incomplete labels on tapes or disks; keys in execution commands which send jobs to the mainframe or other processing units; records identifying information in a log including job name, job number, and time submitted in order to track job status; may type in alphanumeric data a second time to remedy data entry errors; may verify budget balances with accounting totals.

6.   Learns to enter data in an accurate and complete manner; accesses computer files from which data will be entered; identifies files to which a clerk will enter data by assigning control numbers and job names; identifies the appropriate means to enter data for different formatted screens.

MINIMUM QUALIFICATIONS

Education and Experience: Education equivalent to graduation from a standard high school.

OR

Substitution of Experience for Education: Full-time employment in one of the following areas may be substituted for the required education on a year-for-year basis to a maximum of four years: (1) office clerical or storekeeping experience; or (2) computer operations; or (3) troubleshooting related software or hardware problems on a minicomputer or microcomputer.

STATE OF TENNESSEE
DEPARTMENT OF HUMAN RESOURCES
CLASS SPECIFICATION

Class Title:	Abbreviation:
COMPUTER OPERATOR 1*	**CMP OP 1**

Necessary Special Qualifications: A valid vehicle operator's license may be required for employment in some positions.

EXAMINATION METHOD: Written Test, 100%, for Career Service positions.

PR-0018 (REV. 1-86)